

## **Solid Waste (Garbage) and Recycling Frequently Asked Questions**

### ***Q. Is there going to be a change of schedule for pick up days?***

A. Yes! The Town will split the pickup into two routes which will be picked up on different days depending on where you live. The general dividing lines will be Oakdale Rd. and Guilford Rd. See our map on our website for details or call 336-454-1138 to verify your pickup day. Pickup days will move to Tuesday and Wednesday, depending on where you live. Garbage and recycling containers will now be picked up on the same day! So you don't have to remember different days of the week for different services. Simply roll both your garbage and recycling containers out to the curb each week before 7am to ensure pickup.

### ***Q. Is there a specific location at the curb to put out the containers?***

A. We encourage you to put it along the curb near your property. Ideally, this will be near your driveway to allow you an easier path to roll your containers.

### ***Q. Can we put something beside the containers (ex – bagged, boxed, or loose items) if we have more than what fits?***

A. No. Our trucks are “automated”, which means we will only have one driver to pick up containers. All waste and recycling must fit within the containers. The Town will schedule a bulk pickup day once a month for items which do not fit in the containers, which will be the first Thursday of each month. If you have items which don't fit in the containers and it cannot wait until the bulk pickup day, you may call Town Hall at 336-454-1138 to arrange a special pickup. Fees may apply.

### ***Q. Is there a weight limit or length restriction of the items we can put in trash container?***

A. Generally, the weight of materials placed in carts may not exceed 200 lbs. Items must be able to fit within the container loosely.

### ***Q. Is there a list of what is not permitted in containers?***

A. There is a list of items which do not recycle on our website, as well as items which cannot be collected in the garbage. Items such as yard waste, tires, white goods (appliances), electronics, oils, paints, and similar items are prohibited in the garbage stream.

### ***Q. What do we do if we have a broken container, wheel or lid?***

A. The Town will repair carts if damaged. Simply call Town Hall at 336-454-1138 to report any damage to your cart.

### ***Q. My neighbor doesn't put their recycle or trash container up.***

A. The Town will work to ensure everyone is aware of the requirements to remove carts from the street right-of-way. However, if you have a specific concern, please call Town Hall at 336-454-1138.

***Q. How much extra will our bill go up?***

A. There will not be any increase in your bill as it relates to the implementation of carts for pickup. Rates are reviewed annually as part of the budgeting process and rates may increase as costs to the Town increase over time.

***Q. Can I still just put my trash out in bags like I always have?***

A. No. Unfortunately, we will not be able to pick up loose items outside of the containers.

***Q. Will you change schedule for holidays?***

A. From time to time, it may be necessary for the Town to change pickup dates for holiday conflicts. If that occurs, the Town will place notices on our social media (Facebook) account and on our voicemail messages at Town Hall. Town staff will create a holiday schedule annually and will post a copy on our website as well.

***Q. What if I am not physically capable of navigating a trash can to the street?***

A. Please contact Town Hall at 336-454-1138 to arrange a time for our Public Services staff to meet with you to discuss your concerns.

***Q. Can I put yard waste (clippings, twigs, leaves, etc.) in the trash?***

A. No. Yard waste will be collected on Thursday and Fridays as time and resources allow. Please keep yard waste in neat piles that do not exceed 50 lbs. Leaves and grass trimmings should be in clear plastic bags. Loose leaves will be picked up during leaf season (generally October – February) each year on a special schedule.